

MEMORANDUM

6/11/2014

TO: Uma Ahluwalia, Director, Department of Health and Human Services
Patrick Lacefield, Director, Office of Public Information
FROM: CountyStat
SUBJECT: HHS Performance Review

The following items were identified for follow-up during the 6/4/2014 CountyStat Meeting:

1. HHS and CountyStat will work together to review and revise the department's Headline Performance Measures where appropriate, and identify divisions and/or programs that are deserving of their own dedicated CountyStat analyses and/or meetings
Responsible parties: CountyStat, HHS
Other parties: none
Deadline: 9/30/2014
2. The ADRU will continue working with CountyStat and MC311 to determine if there are ways to operate more efficiently
Responsible parties: HHS
Other parties: CountyStat, PIO
Deadline: 6/30/2015
3. CountyStat will explore doing a deeper dive into the performance measures that are in HHS contracts
Responsible parties: CountyStat
Other parties: HHS
Deadline: 9/30/2014
4. HHS will work with MC311 to create a system that prompts HHS staff when they have new and/or open SRs so they do not lag behind their SLAs
Responsible parties: HHS, PIO
Other parties: none
Deadline: 12/31/2014

cc: Timothy Firestine, Chief Administrative
Fariba Kassiri, Assistant Chief Administrative Officer